

Purpose

This Job Aid is intended to outline the difference between a standard Repair Facility, a Preferred Repair Facility, and a VIP Repair Facility.

Teams Impacted

- Claims
- Customer Service
- Vendor Management
- Payment

Related References or Documents

- SOP Adding a Repair Facility to the Vendor Network.docx
- SOP Request Support regarding a network Repair Facility.docx

Repair Facility Types

1. **Standard Repair Facility** is defined as: Any licensed automotive REPAIR FACILITY capable of performing repairs services to a COVERED PART, approved by the ADMINISTRATOR, and at which the contract holder has chosen to acquire repairs under the contract's terms and conditions.
 - a. **There is no completed, signed agreement, and AAS Services is not referring any contract holders of the vehicle service contracts to these facilities.**
2. **Preferred Repair Facility** is defined as: Any licensed automotive REPAIR FACILITY capable of performing repairs services to a COVERED PART, approved by the ADMINISTRATOR, and at which the contract holder has chosen to acquire repairs under the contract's terms and conditions.
 - a. **Has completed and signed a Repair Facility Network Agreement outlining the following.** (Customers are referred to these facilities)
 1. Agrees to accept all Service Contracts AAS Service, LLC administers.
 2. Agrees to follow the processes outlined in the agreement.
 3. Agrees to have a physical address(s) entered into the Preferred Vendor locator tool.
 4. Provided the Preferred Member Phone Number 833-831-0400.
 5. Provided the support email address. shieldrepair@americanautoshield.com

Sample contract: [AAS Repair Facility Network Agreement 2021 v5 \(1\) - Copy.docx](#)
3. **VIP Repair Facility** is defined as: Any licensed automotive REPAIR FACILITY capable of performing repair services to a COVERED PART, approved by the ADMINISTRATOR, and at which the contract holder has chosen to acquire repairs.
 - a. **Has completed and signed a Repair Facility Network Agreement and meets all the same criteria of a Preferred Repair Facility but has also agreed to any of the following terms within the agreement outlining the following.** (Customers are referred to these facilities).
 - i. Agrees to all criteria for Preferred Repair Facility
 - ii. The VIP Repair Facility is part of a National Account.
 - iii. Has negotiated discounts on parts and/or labor.
 - iv. Has a special handling procedure added to the agreement.
 - v. Provided the VIP Member Phone Number 888-666-4288.



Job Aid: Define Repair Facility Types

Approval & Revision

Date Created 3/3/2023	Created By Ashley "Dani" Freeman	Date Approved 4/28/2023	Approved By Dept: Mandi Jacober	
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